

### **Listing of Claims**

1. (currently amended)        A remote assistance system comprising  
one or more user systems for allowing a customer of a remote printing services  
site to customize graphical content of a design of ~~designing~~ a product to be printed, each  
user system being operatively connected to a network and having a user processor  
running a browser program, one or more user tools executing in the browser program on  
the user processor and ~~adapted~~ configured to allow a customer user of the user system to  
customize the design of a product at the user system and to communicate over the  
network with ~~[[a]]~~ the remote printing services site, and a user display displaying the  
product design to the customer user of the user system,

one or more remote support systems, each remote support system being  
operatively connected to the network and having a support processor, a support display,  
and one or more programs running on the support processor ~~adapted~~ configured to allow  
an operator of the support system to view a user's product design substantially as the  
product design is being displayed to the user on the user display,

means for establishing a communication connection between a user of a user  
system and an operator of a remote support system such that the user of the user system  
can submit product design inquiries to and receive responses from the operator of the  
remote support system while the product design is displayed to the user, and

means for establishing a communication connection between the user system and  
the remote support system such that the support system can obtain the user's product  
design information from the user system over the network and display the product design  
to the operator while the operator is communicating with the user over the first  
communication connection.

2. (previously presented)        The system of claim 1 wherein the one or more  
programs running on the support processor allow the operator of the support system to  
control the user system such that the operator can edit the product design at the user  
system while the product design is being displayed to the user.

3. (original) The system of claim 1 further comprising means for requesting remote support for a user of a user system, and a server system operatively connected to the network, the server system having means, responsive to the request for remote support, for selecting an available one of the one or more remote support systems to provide remote support to the user and for supplying the request for support to the selected one of the one or more remote support systems.

4. (original) The system of claim 3 wherein the server system further comprises a queue for holding requests for remote support if a support system is not available.

5. (original) The system of claim 1 wherein the communication connection between the user of a user system and the operator of a remote support system is an audio connection.

6. (original) The system of claim 5 wherein the audio connection is a telephone connection.

7. (original) The system of claim 5 wherein the audio connection is a voice-over-IP connection.

8. (original) The system of claim 1 wherein the communication connection between the user of a user system and the operator of a remote support system is a video connection

9. (original) The system of claim 1 wherein the communication connection between the user of a user system and the operator of a remote support system is a text messaging connection.

10. (currently amended) A networked user system for designing a product to be printed, the system comprising

- a processor running a browser program,
- one or more user tools executing in the browser program and adapted configured to allow ~~a user of the user system to customize the design~~ a customer user of a remote printing services site to customize graphical content of a design of a product at the user system and to communicate with a remote printing services site,
- a user display displaying the product design to the user,
- means for providing product design information to a remote support system to allow the remote support system to display the product design substantially as the product design is being displayed to the user on the user display, and
- means for allowing the user of the user system to submit product design inquiries to and receive responses from the operator of the remote support system while the operator is viewing the display information.

11. (previously presented) The system of claim 10 further comprising

- means for allowing the operator of the remote support system to edit the product design while the product design is being displayed to the user.

12. (original) The system of claims 1 or 10 wherein the one or more user tools include at least one design tool for allowing a user of the user system to edit an electronic document.

13. (original) The system of claims 1 or 10 wherein the one or more user tools execute in a browser program running on the processor.

14. (currently amended) A networked support system comprising

- at least one processor,
- at least one support display operatively connected to the at least one processor,
- means for enabling an operator of the support system to receive product design inquiries from and submit responses to a customer user of a remote user system designing

a customized product to be printed, the remote system having a user display displaying the design of the product being customized,

means for obtaining the user's product design information from the remote user system, and

means for displaying substantially the same product design on the support display while the product design is being displayed to the customer user on the user display and while the operator of the support system is receiving inquiries from and submitting responses to the customer user.

15. (previously presented) The system of claim 14 further comprising means running on the processor for allowing the operator to edit the product design while the product design is being displayed on the user display.

16. (original) The system of claims 10 or 14 wherein inquiries are submitted and responses are received by audio.

17. (original) The system of claims 10 or 14 wherein inquiries are submitted and responses are received by text.

18. (original) The systems of claims 10 or 14 wherein inquiries are submitted and responses are received by video.

19. (currently amended) A method of providing assistance from an operator of a support system having a support display to ~~a user on a remote user system designing a customer user of a remote printing services site to customize graphical content of a design of~~ a customized product to be printed, the user system having a processor running a browser program, one or more tools executing in the browser program and ~~adapted configured~~ to allow ~~[[a]] the customer~~ user of the user system to customize the design of the product at the user system and to communicate with a remote printing services site, and a user display, the method comprising  
receiving a request for remote assistance from the user system, and

in response to the request,  
establishing a communication connection between the user of the user system and the operator of the support system such that the user can submit product design inquiries to and receive responses from the operator,  
establishing a communication connection between the user system and the support system such that the support system can obtain the user's product design information from the user system, and  
displaying substantially the same product design on the support display as is being displayed on the user display while the user and the operator communicate over the communication connection between the user and the operator.

20. (currently amended) A method of providing assistance from an operator of a support system having a support display to ~~a user on a remote user system designing a customer user of a remote printing services site to customize graphical content of a design of~~ a customized product to be printed, the user system having a processor running a browser program, one or more tools executing in the browser program and ~~adapted configured~~ to allow a user of the user system to customize the design of the product at the user system and to communicate with a remote printing services site, and a user display, the method comprising

establishing one or more alert conditions corresponding to one or more predetermined product design actions by the user at the user system,  
using one or more of the tools executing in the browser program to monitor the remote user system for the occurrence of one or more of the alert conditions,  
in response to detection of one or more of the alert conditions,  
establishing a communication connection between the user of the user system and the operator of the support system such that the operator can communicate with the user to offer assistance,  
establishing a communication connection between the user system and the support system such that the support system can obtain the user's product design information from the user system, and

displaying substantially the same product design on the support display as is being displayed on the user display while the user and the operator communicate over the communication connection between the user and the operator.

21. (currently amended) A method of providing assistance from an operator of a support system having a support display to ~~a user on a remote user system designing a customer user of a remote printing services site to customize graphical content of a design of~~ a customized product to be printed, the user system having a processor running a browser program, one or more tools executing in the browser program and ~~adapted configured~~ to allow a user of the user system to customize the design of the product at the user system and to communicate with a remote printing services site, and a user display, the method comprising

establishing one or more alert conditions corresponding to one or more predetermined product design actions by the user at the user system,

using one or more of the tools executing in the browser program to monitor the remote user system for the occurrence of one or more of the alert conditions,

in response to detection of one or more of the alert conditions, using one or more tools executing in the browser program to generate a message at the user system to the user of the user system inquiring if the user would like assistance from the support system,

if the user indicates that the user would like assistance,

establishing a communication connection between the user of the user system and the operator of the support system such that the operator can communicate with the user to offer assistance,

establishing a communication connection between the user system and the support system such that the support system can obtain the user's product design information from the user system, and

displaying substantially the same the information product design on the support display as is being displayed on the user display while the user and the operator communicate over the communication connection between the user and the operator.

22. (previously presented) The method of claims 19, 20 or 21 further comprising  
the operator editing the product design at the user system while the product design is being displayed to the user.

23. (original) The method of claims 19, 20 or 21 wherein the communication connection between the user of a user system and the operator of a remote support system is an audio connection.

24. (original) The method of claims 19, 20 or 21 wherein the audio connection is a telephone connection.

25. (original) The method of claims 19, 20, or 21 wherein the audio connection is a voice-over-IP connection.

26. (original) The method of claims 19, 20 or 21 wherein the communication connection between the user of a user system and the operator of a remote support system is a video connection

27. (original) The method of claims 19, 20 or 21 wherein the communication connection between the user of a user system and the operator of a remote support system is a text messaging connection.